



Te Mana Tūhono

Terms of Service

Introduction

These Te Mana Tūhono Terms of Service (Te Mana Tūhono Terms) were updated on 7th July 2022.

The rights and obligations in the Te Mana Tūhono Terms are in addition to the [N4L School General Terms](#) and where the rights and obligations in the Te Mana Tūhono Terms are in conflict with the N4L School General Terms, the rights and obligations in the Te Mana Tūhono Terms will prevail.

The Te Mana Tūhono Terms are subject to change. Any updated terms of service will be published on the [N4L website](#) or on the Ministry of Education website's [Te Mana Tūhono programme page](#). Schools are responsible for monitoring any updates to the terms of service.

Provision of services under the Te Mana Tūhono programme will not become effective until N4L has received the completed and fully signed Order Form.

School Contribution

Schools that sign up to the Te Mana Tūhono programme will pay a contribution once per year, beginning from when they sign their first Order Form and join the programme. The contribution will be a fixed amount charged per enrolled student. In 2021 the contribution was \$2.50 per student. This contribution may increase in future years. The roll count is determined by the figure listed on the [Education Counts](#) website (the roll count as of the previous July). The contribution amount is excluding GST.

Schools must pay the school contribution immediately upon receipt via direct credit to the bank account number listed on the invoice.

Entitlement

Space entitlement at your school is calculated based on your schools official finalised roll count which is updated yearly on Education Counts. A [School Property Guide](#) (SPG) calculator exists where you can work out the total net and gross area based on what you are likely to need for:-

- Classroom teaching area
- Gymnasium teaching area
- Library area
- Administration area
- Resource area
- Hall/ multipurpose area.

Scope of Network Coverage

Part of the SPG calculation is Net Area, which is defined as the usable area within rooms such as teaching spaces, resource rooms, administration spaces, gyms, libraries, auditoriums, halls and multi-purpose spaces. It excludes corridors, reception areas, cleaners' cupboards, and toilets. School switched and wireless network equipment will only be funded within areas categorised under school space entitlement.

The Te Mana Tūhono programme will not fund the replacement and support of network equipment in newly added/expanded roll growth spaces: these will need to be funded by the school. If network upgrades coincide with Equipment Replacement, then the work can be installed and configured at the same time, however, it will result in a split invoice for the works (the area eligible for Te Mana Tūhono programme funding will be invoiced to the Ministry, and the roll growth area will be invoiced to the school).

In Scope Works

The scope of services provided and funded by the Te Mana Tūhono programme are listed below:

Equipment Support: Entry point (Phase 1) of the Te Mana Tūhono programme.

- Initiates the 'Discovery' phase of the programme, where Network for Learning (N4L) gather information to provide a greater level of support to the school, and to assist with the planning of further phases within the programme (including Equipment Replacement & Secure Access)
- Provides Network Element configuration Backups; N4L to create daily backups of network infrastructure (e.g., core switch configuration) which assists with the restoration of services in the event of failure.
- Reactive Monitoring provides N4L with the requisite access to the school's local area network (LAN) to provide remote support and services on an 'as requested' basis from schools for both switching & wireless technologies. Limited Help Desk support and return merchandise authorisation (RMA) services available (in-scope devices only)
- N4L stores, manages and administers a Network Assets Register on behalf of opt-in schools.
- Provides software licenses, warranty and support and contract information for switches and wireless access points (WAPs) to assist with issues resolution when difficulties or errors occur. Includes LAN Capacity Management.
- (If existing network equipment is compatible) migrates school LAN to the N4L cloud controller. This manages the wireless within schools, providing insight into the LAN environment to assist schools with management and resolution of issues or errors that may arise (via N4L Helpdesk).

Equipment Replacement: Phase 2 of the Te Mana Tūhono programme

- Carries out a desktop audit of current network makeup
- Replaces network switches (Ministry Certified & Accredited)
- Replaces wireless access points (WAPs) (Ministry Certified & Accredited)
- Installs and configures switches and WAPs (N4L Installer & ICT Panels)
- Pre-configures network for later Secure Access migration
- Provides LAN systems testing and commissioning
- Provides copies of commissioned network design documentation
- Provides a warranty for a minimum of five years for all replaced network hardware
- Provides a backup of each switch's configuration, so they can be easily restored should a fault occur

Secure Access: Phase 3 of the Te Mana Tūhono programme

- Separates and segregates Staff, Student and Guest traffic
- Deploys Secure Access (CloudPath) to the school's environment and actively onboards users onto the new network with individual logins.
- Provides onsite assistance (N4L ICT Panel Member) with remote assistance from N4L where needed

- Provides limited support for migration issues (N4L ICT Panel Member) of Secure Access for up to 90 days after Secure Access migration.

Help and Support: Ongoing remote monitoring and helpdesk support for schools. Help and Support is available throughout the programme, but where noted some support features are not included until Equipment Replacement or Secure Access have been completed

- Reactive Monitoring: provides remote support and services on an 'as requested' basis from schools for both switches and WAPs.
- Help Desk support and Return Merchandise Authorisation (RMA) warranty and repair service (in-scope switching and wireless devices only).
- Proactive Monitoring: (after Equipment Replacement) provides remote support and ongoing services in a proactive manner for both switches and WAPs, taking appropriate steps to restore infrastructure and associated connectivity services. Monitors link up/down state, manages alerts showing issues, and proactively resolves these and notifies schools where relevant.
- Moves, Adds, Changes (MACs): Only available once Equipment Replacement has been completed. Provides assistance to ensure continuity of service, update asset registers, and to provide design configuration and backup services for MAC requests.
- Provides daily backups of network infrastructure (e.g. core switch configuration) which assist with the restoration of services in the event of failure. During Equipment Support only Allied Telesis switches and Ruckus APs will receive a daily backup. After Equipment Replacement has been completed, all network equipment (switches and APs) installed during Equipment Replacement will receive a daily configuration backup.

Asset Disposal Recycling Service: Provides an e-waste service for the secure disposal of aged network hardware, ensuring hardware is disposed of securely

Out of Scope Works: These works are the financial responsibility of, and payable by, the school.

Any charges associated with these out of scope works are not funded by or included in the Te Mana Tūhono programme:

- Any on site work, excluding the in scope on site work listed as in scope for the Equipment Replacement and Secure Access
- Backbone fibre & copper repairs
- Data outlet repairs
- Additional fibre and copper links
- Network cabinet provision or other installation
- Trunking and pathways
- Secure Access migration for wired devices (devices connected to the network using a cable the network rather than a wireless connection) such as printers. These devices will remain on the previous network configuration. The previous configuration will remain for wired devices only, and otherwise be switched off after Secure Access migration.

Ownership of Equipment

All network equipment remains under school ownership, and the school is expected to depreciate it as per school accounting practices.

The school is responsible for depreciating the asset and using that capital to purchase hardware in the next replacement lifecycle. The [Financial Information for Schools Handbook \(FISH\)](#) provides information to encourage best practice in financial governance, financial management and reporting.

All or Nothing Service

Te Mana Tūhono is an 'All or Nothing' service, meaning schools cannot choose some

components/phases of the service and decline others.

Schools that choose to decline any aspect of the 'All or Nothing' service will be classified as an opt-out school, and will not be able to participate in the Te Mana Tūhono programme. Opt out schools may be offered the option to buy network equipment and warranties at the pricing negotiated by the Ministry, subject to equipment availability, however the school must fully fund the equipment and all other work on its own, including design, installation and ongoing support.

The Ministry and its partner N4L will not provide opt-out schools with consultancy and advice relating to network upgrades, configurations and changes undertaken independently. The Ministry and its partner N4L will not be held accountable for the security and assurance of network upgrades, configurations and changes undertaken independently by opt-out schools.

Privacy

The collection and use of personal information from schools by N4L is governed by N4L's Privacy Statement. Please refer to the N4L Privacy Statement for details.

Personal information shared by schools with the Ministry in connection with Te Mana Tūhono programme participation is managed in accordance with the Ministry's [privacy statement](#) for Te Mana Tūhono. Where schools share personal information with the Ministry, the school is responsible for ensuring that disclosure is consistent with the Privacy Act 2020. All personal information held by N4L, the Ministry and schools is subject to the Privacy Act 2020.

Changes to the Network

Schools should consult N4L before making any changes to the physical or logical configuration of switches or wireless access points. Provision of N4L's services depends on a school's network meeting N4L's compliance standards. Configuration changes made without N4L's approval may render part or all of the network ineligible for support from N4L.

Termination

Opting in to Te Mana Tūhono is a five year commitment with the cost spread out through annual contributions over the life of this term. A school cannot terminate its agreement with Ministry and N4L early and leave the Te Mana Tūhono programme before it is complete, and must continue to opt in for the full duration of the programme.